Community Health Worker Pilot

YEAR 2 DATA SNAPSHOT

Project Goal: Advance health equity by improving access to culturally competent care within the rapidly diversifying Western Suburbs of Chicago.

Community Health Workers (CHWs) at the following organizations provide ongoing peer support and case management to navigate access to health care and achieve collaboratively developed health goals within an integrated, interdisciplinary care coordination team. CHWs and their supervisors participate in a learning collaborative to engage with one another and with content experts to strengthen their skills, referral networks and knowledge.

Closed-Loop Referrals

Referrals that resulted in clients accessing services increased from 26% in Year 1 to 71% in Year 2, due to a more comprehensive and complete data collection process and a streamlined way to “close the loop” on referrals using The HUB, a web-based resource and referral platform.

In Year 1 of the pilot, CHW organizations were challenged to determine the outcome of a referral, largely due to the lack of an integrated system. Year 2 incorporated the use of The HUB, a web platform designed for collaboration within community-based organizations. With this integration, organizations were able to connect directly with referral locations for a warm handoff and more easily track if a client received services.

Staff Retention

Ten of the twelve CHWs originally hired for the project were retained through Year 2, demonstrating the strength of peer support within the learning collaborative.

Several CHWs have commented that they see themselves as “essential workers” and are honored to care for their communities at this challenging time.

Predominant Referral Types

Referrals for basic needs and benefits assistance surged in Year 2, as the nation grappled with COVID-19 and its disproportionate effect on communities of color.

At the conclusion of Year 2, CHWs across all organizations held 453 outreach events and engaged with 54,211 new contacts, a nearly tenfold increase from Year 1.